Johnny had no choice. He dialed the PLACEBO NUMBER. DEANE picked up!!!

I-I-I'm s-s-so over-w-whelmed, he said. But he pulled himself together sufficiently to say, NOTHING HAD CHANGED!

He suggested Butch TAKE A SHOWER....

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"Let's face it, how good does that feel to have some nice citrus shampoo from time to time?" says Zahn. "It's a wonderful luxury that we all enjoy. One of the things I was told when we were building our facilities is that one of the architects asked somebody, 'What do people with mental illness like?' And the answer was, 'The same things you like – what are you talking about? These are human beings who like the same comforts and luxuries as you do.' They're functioning on a level where they're trying to get by; what can we do to make life better [for them]?"

Yes! She really said that....

Johnny still couldn't BELIEVE the fatuity of SANE's remarks on CITRUS SHAMPOO - of all things. So for $672,000 plus $74,000 in benefits, she got to tell him (1) that he was a HUMAN BEING (thanks for that, Chatty) and (2) that he (therefore - or was it vice versa?) liked CITRUS SHAMPOO.

Of all the crap to say to mad people living on a pension. He'd never even HEARD of CITRUS SHAMPOO.